



February 11, 2021

Dear Sahuarita Residents,

Last year, the Town of Sahuarita engaged Service Line Warranties of America (SLWA) to offer a new service to homeowners to protect them from the cost and inconvenience of emergency repairs to the water and sewer lines that connect homes to the town's systems. Many took advantage of the program offer letter that was mailed to homes in early December.

Each homeowner that signed up should have received, within about 10-14 days after enrollment, a welcome kit from SLWA with confirmation of what service plans they signed up for, instructions on what to do when service is needed and full program terms and conditions. This did not happen as planned.

Instead this information was delayed because of a processing breakdown that caused a significant delay in printing and mailing these materials. Fortunately, the welcome kit materials have now been mailed on February 4th and should be arriving to resident homes shortly, if not already.

The team at SLWA deeply regrets and apologizes for the concern and inconvenience this has caused to residents and town leadership. This processing issue has been resolved. Residents can rest assured that despite this temporary process breakdown, when emergency repairs are needed, SLWA and its local licensed and qualified contractors will be ready to service Sahuarita resident needs promptly and professionally.

Sincerely,
Service Line Warranties of America

